HANDILIFT APPEAL PROCEDURES

Goal

JATRAN has adopted the following appeal procedures as the mechanism for resolving complaints relative to the Handilift services, policies and procedures. The appealing party has ten (10) working days to appeal a suspension. The suspension will become effective in five (5) days.

The following administrative procedure has been established to insure prompt and equitable resolution of appeals of any person with a disability who has been denied eligibility for Handilift service. The same appeal procedure will be used for appeals filed by persons who have been notified of pending service termination or suspension.

Appeal Procedures

An applicant/passenger who wishes to appeal an eligibility determination, service suspension or termination must address an appeal, in writing, to the Handilift ADA Appeals Board. The appellant will be entitled to be heard in person and to have necessary support, such as a sign language interpreter, or may choose to be represented by another person.

The appellant will be notified in writing of the Board's decision within 30 days. For persons appealing Handilift service eligibility denials, no Handilift service will be provided for them during the period of time the appeal is being considered by the Handilift ADA Appeals Board. However, if an appeal has not been decided within 30 days from the date the appeal is received by the Board, presumptive eligibility will apply and Handilift service will be provided until which time the Board renders a decision.

Persons appealing Handilift service suspension will continue to be scheduled for Handilift service trips during the entire period of time the Handilift ADA Appeals Board is considering the appeal. The termination or suspension, if upheld, will become effective upon the Board's decision. If no appeal is filed, the suspension or termination begins immediately upon the expiration of the appeal period.

Send appeals to: JATRAN General Manager

P.O. Box 2809

Jackson, MS 39207-2809